



**Frost  
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April 5, 2005

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Re: Application: 09/944,836  
Filed: 8/31/2001  
Applicants: Burgin et al.  
For: System and Automated End-User Support  
Atty Ref.: 1160215 - 0531072

Dear Sir:

Enclosed for filing are the following papers for the above-referenced patent application:

1. Amendment and Response;
2. Check for \$120.00; and
3. Self-addressed postage prepaid return receipt postcard.

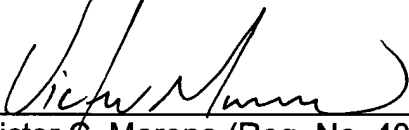
The fee has been calculated as shown below:

	Number of Claims	Highest Previous Paid For	Extra Claims	Rate	Fee (Dollars)
Total Claims	39	39	0	x \$50 =	0
Independent Claims	6	6	0	x \$200 =	0
If multiple dependent claims, add \$360.00					n/a
One month extension					120.00
<b>TOTAL FEE DUE</b>					<b>\$120.00</b>

The Commissioner is hereby authorized to charge payment of any fees associated with this communication or credit any overpayment, to Deposit Account No. 06-2226.

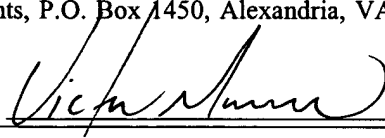
Respectfully submitted,

FROST BROWN TODD LLC

  
Victor C. Moreno (Reg. No. 40,732)

**Certificate of Mailing**

The undersigned certifies that this correspondence was deposited with the U.S. Postal Service with sufficient postage as first class mail and addressed to "Mail Stop Amendments, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" on this 5th day of April, 2005.





09/944,836

PATENTS

UNITED STATES PATENT AND TRADEMARK OFFICE

<b>S/N:</b>	09/944,836	<b>Examiner:</b>	Mylinh Tran
<b>Filed:</b>	August 31, 2001	<b>Art Unit:</b>	2179
<b>Inventor:</b>	Daniel Keele Burgin et al.	<b>Docket:</b>	1160215-0531072
<b>Title:</b>	<b>SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT</b>		

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AMENDMENT AND RESPONSE

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action mailed on 1/04/2004, please amend the above-referenced application as follows:

**Amendments to the claims** begin on page 2 of this paper.

**Remarks** begin on page 11 of this paper.

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